	Provider Number	Hospital Name	Address 1
510001		WEST VIRGINIA UNIVERSITY HOSPITALS	MEDICAL CENTER DRIVE
510002		GREENBRIER VALLEY MEDICAL CENTER	202 MAPLEWOOD AVENUE PO BOX 497
510006		UNITED HOSPITAL CENTER	327 MEDICAL PARK DRIVE
510007		ST MARY'S MEDICAL CENTER	2900 1ST AVENUE
510008		CITY HOSPITAL	P O BOX 1418 DRY RUN ROAD
510012		PLEASANT VALLEY HOSPITAL	2520 VALLEY DRIVE
510013		REYNOLDS MEMORIAL HOSPITAL	800 WHEELING AVE
510018		JACKSON GENERAL HOSPITAL	122 PINNELL ST
510022		CHARLESTON AREA MEDICAL CENTER	501 MORRIS STREET
510023		WEIRTON MEDICAL CENTER	601 COLLIERS WAY
510024		MONONGALIA COUNTY GENERAL HOSPITAL	1200 JD ANDERSON DR
510029		THOMAS MEMORIAL HOSPITAL	4605 MACCORKLE AVE SW
510030		DAVIS MEMORIAL HOSPITAL	PO BOX 1484
510031		ST FRANCIS HOSPITAL	333 LAIDLEY ST
510033		ST JOSEPHS HEALTHCARE SYSTEM	1824 MURDOCH AVENUE

Page 1 of 140 05/31/2011

Address 2	Address 3	City	State
		MORGANTOWN	WV
		RONCEVERTE	WV
		BRIDGEPORT	WV
		HUNTINGTON	WV
		MARTINSBURG	WV
		POINT PLEASANT	WV
		GLEN DALE	WV
		RIPLEY	WV
		CHARLESTON	WV
		WEIRTON	WV
		MORGANTOWN	WV
		SOUTH CHARLESTON	WV
		ELKINS	WV
		CHARLESTON	WV
		PARKERSBURG	WV

Page 2 of 140 05/31/2011

ZIP Code	County Name	Phone Number (Old)
26506	MONONGALIA	
24970	GREENBRIER	
26330	HARRISON	
25701	CABELL	
25401	BERKELEY	
25550	MASON	
26038	MARSHALL	
25271	JACKSON	
25301	KANAWHA	
26062	HANCOCK	
26505	MONONGALIA	
25309	KANAWHA	
26241	RANDOLPH	
25301	KANAWHA	
26102	WOOD	

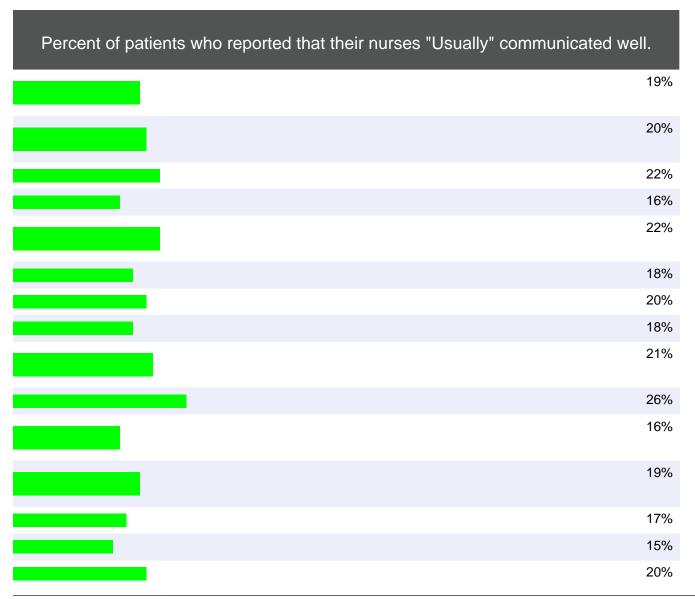
Page 3 of 140 05/31/2011



#### Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well. 5% 7% 8% 4% 5% 7% 4% 5% 7% 12% 4% 10% 5% 6% 8%

Page 4 of 140 05/31/2011





Page 5 of 140 05/31/2011



Page 6 of 140 05/31/2011



#### Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well. 7% 4% 5% 5% 6% 5% 3% 3% 5% 6% 3% 7% 7% 5% 3%

Page 7 of 140 05/31/2011





Page 8 of 140 05/31/2011



Page 9 of 140 05/31/2011

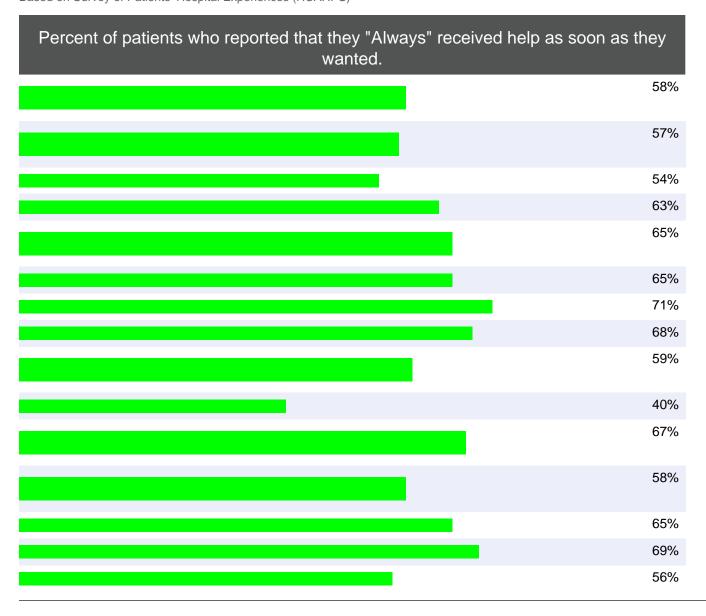


Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted. 15% 13% 16% 10% 9% 11% 7% 6% 15% 26% 10% 17% 8% 8% 13%

Page 10 of 140 05/31/2011



Page 11 of 140 05/31/2011



Page 12 of 140 05/31/2011

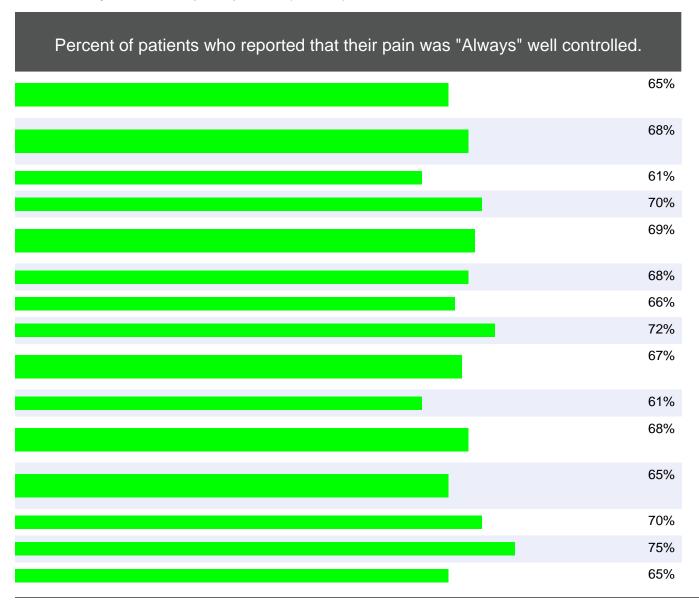


#### Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled. 10% 9% 8% 8% 7% 10% 7% 3% 8% 14% 8% 10% 8% 7% 8%

Page 13 of 140 05/31/2011



Page 14 of 140 05/31/2011



Page 15 of 140 05/31/2011

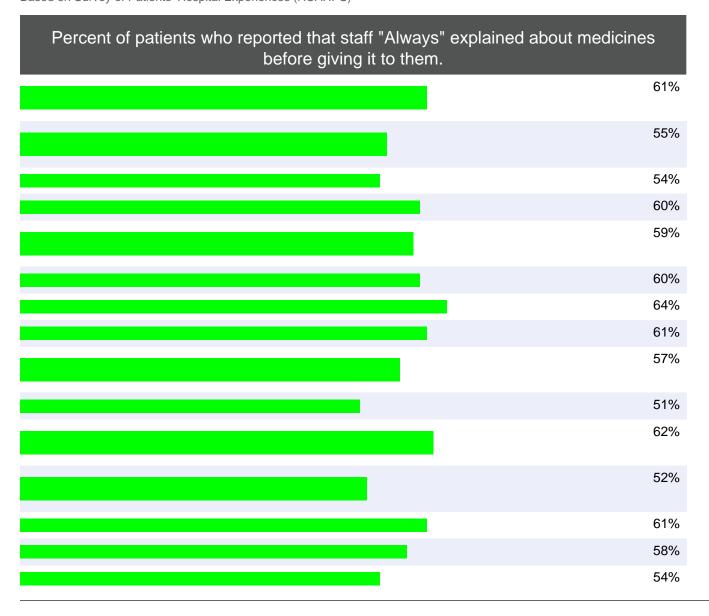
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them. 22% 24% 26% 20% 24% 22% 19% 20% 26% 30% 19% 31% 24% 23% 25%

Page 16 of 140 05/31/2011



Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.	
	17%
	21%
	20%
	20%
	17%
	18%
	17%
	19%
	17%
	19%
	19%
	17%
	15%
	19%
	21%

Page 17 of 140 05/31/2011



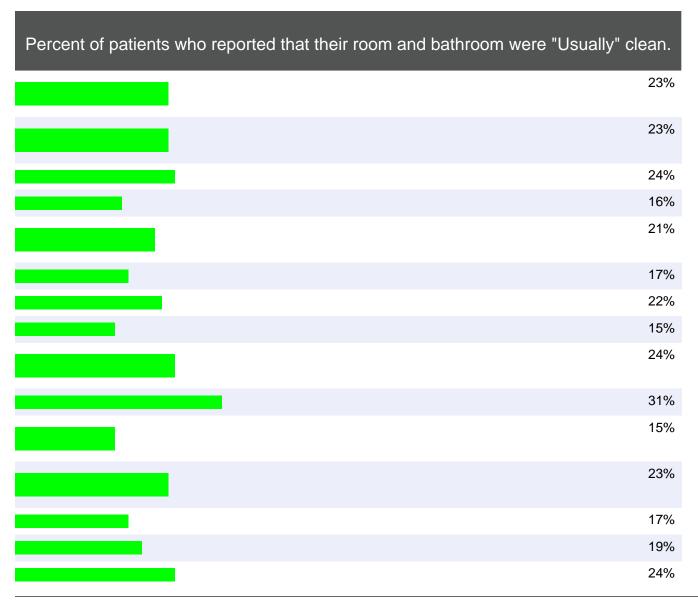
Page 18 of 140 05/31/2011



Percent of patients who reported that their room and bathroom were "Sometimes" o "Never" clean.	r
139	%
159	%
14	%
49	%
89	%
5 <sup>c</sup>	%
89	%
79	%
129	%
189	%
7'	%
179	%
79	%
129	%
149	%

Page 19 of 140 05/31/2011



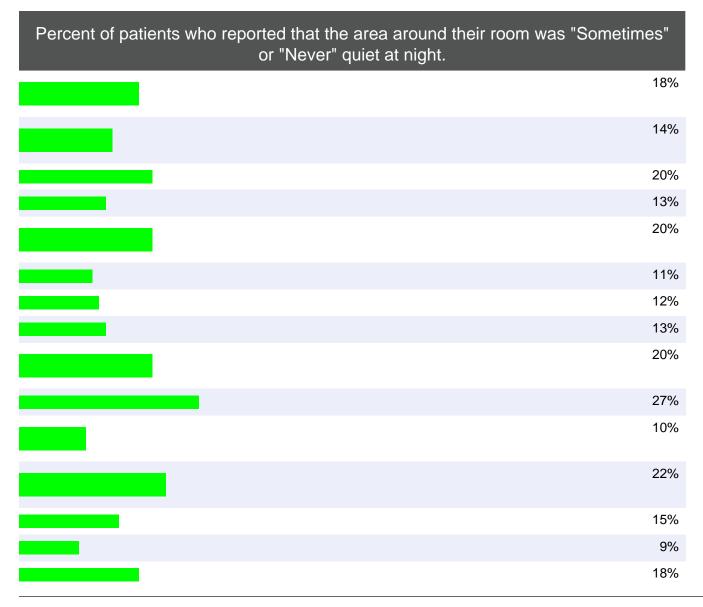


Page 20 of 140 05/31/2011



Page 21 of 140 05/31/2011

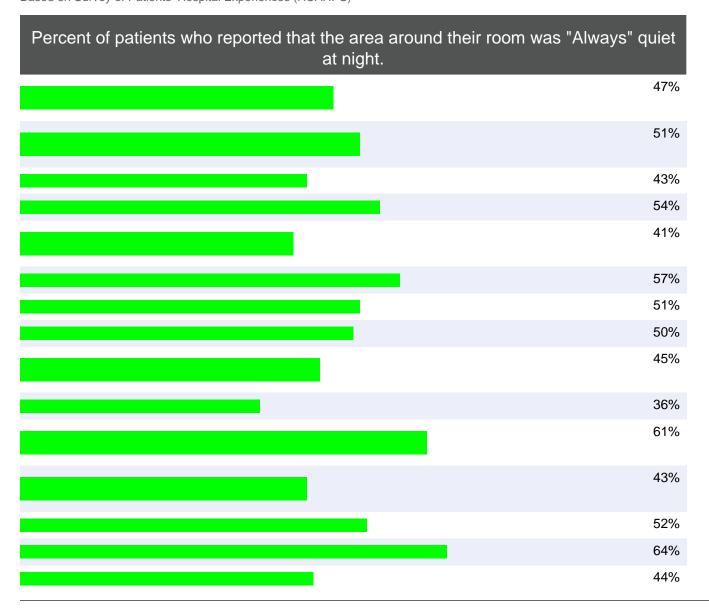




Page 22 of 140 05/31/2011



Page 23 of 140 05/31/2011



Page 24 of 140 05/31/2011

Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



Page 25 of 140 05/31/2011



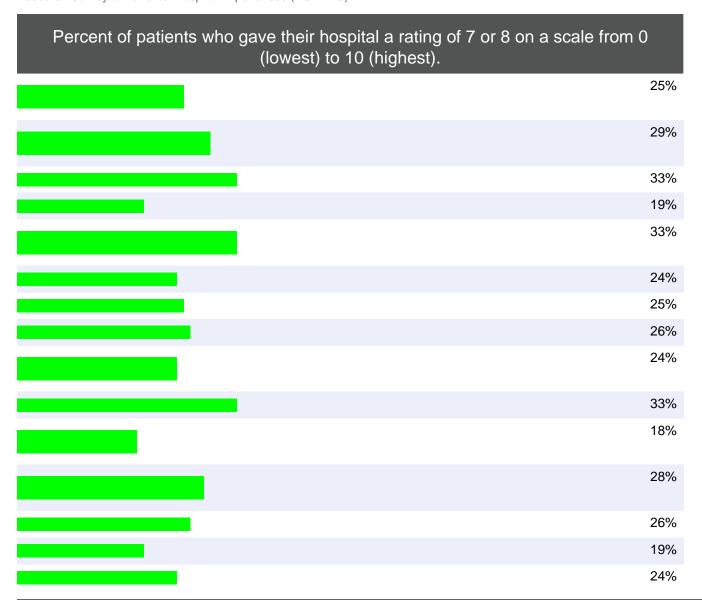
Percent of patients who reported that they were not given information about what to do during their recovery at home. 19% 20% 20% 18% 22% 13% 13% 13% 22% 24% 22% 18% 14% 19% 16%

Page 26 of 140 05/31/2011

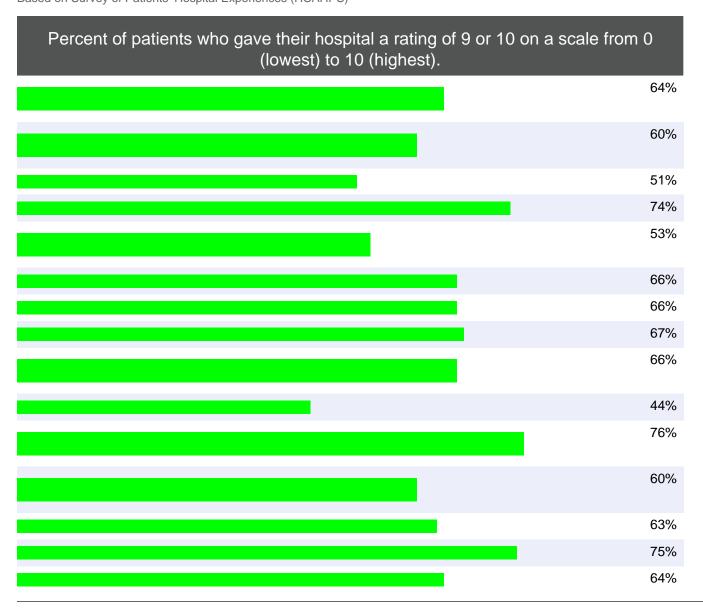


Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest). 11% 11% 16% 7% 14% 10% 9% 7% 10% 23% 6% 12% 11% 6% 12%

Page 27 of 140 05/31/2011



Page 28 of 140 05/31/2011



Page 29 of 140 05/31/2011



#### Percent of patients who reported NO, they would not recommend the hospital. 5% 7% 8% 3% 6% 7% 4% 4% 5% 14% 3% 8% 6% 5% 7%

Page 30 of 140 05/31/2011





Page 31 of 140 05/31/2011



Page 32 of 140 05/31/2011



	Number of Completed Surveys
300 or more	

Page 33 of 140 05/31/2011

Survey Response Rate Percent	Survey Footnote
	34%
	31%
	34%
	33%
	28%
	31%
	37%
	30%
	41%
	26%
	41%
	31%
	28%
	36%
	39%

Page 34 of 140 05/31/2011



Hospital Footnote	

Page 35 of 140 05/31/2011

510038	STONEWALL JACKSON MEM HOSP	230 HOSPITAL PLAZA
510039	OHIO VALLEY MEDICAL CENTER	2000 EOFF STREET
510046	PRINCETON COMMUNITY HOSPITAL	122 12TH STREET
510047	FAIRMONT GENERAL HOSPITAL	1325 LOCUST AVENUE
510048	LOGAN REGIONAL MEDICAL CENTER	20 HOSPITAL DRIVE
510050	WHEELING HOSPITAL	1 MEDICAL PARK
510053	ST JOSEPH HOSPITAL	1 AMALIA DRIVE
510055	CABELL-HUNTINGTON HOSPITAL INC	1340 HAL GREER BOULEVARD
510058	CAMDEN CLARK MEMORIAL HOSPITAL	800 GARFIELD AVE
510059	CHARLESTON SURGICAL HOSPITAL	1306 KANAWHA BL E
510062	BECKLEY ARH HOSPITAL	306 STANAFORD ROAD
510070	RALEIGH GENERAL HOSPITAL	1710 HARPER ROAD
510071	BLUEFIELD REGIONAL MEDICAL CENTER	500 CHERRY ST
510072	WETZEL COUNTY HOSPITAL	#3 EAST BENJAMIN DRIVE
510077	WILLIAMSON MEMORIAL HOSPITAL	859 ALDERSON STREET
510082	SUMMERSVILLE REGIONAL MEDICAL CENTER	400 FAIRVIEW HEIGHTS ROAD
		· · · · · · · · · · · · · · · · · · ·

Page 36 of 140 05/31/2011

WESTON	WV
WHEELING	WV
PRINCETON	WV
FAIRMONT	WV
LOGAN	WV
WHEELING	WV
BUCKHANNON	WV
HUNTINGTON	WV
PARKERSBURG	WV
CHARLESTON	WV
BECKLEY	WV
BECKLEY	WV
BLUEFIELD	WV
NEW MARTINSVILLE	WV
WILLIAMSON	WV
SUMMERSVILLE	WV

Page 37 of 140 05/31/2011

26452	LEWIS
26003	OHIO
24740	MERCER
26554	MARION
25601	LOGAN
26003	OHIO
26201	UPSHUR
25701	CABELL
26101	WOOD
25301	KANAWHA
25801	RALEIGH
25801	RALEIGH
24701	MERCER
26155	WETZEL
25661	MINGO
26651	NICHOLAS

Page 38 of 140 05/31/2011

	5%
	6%
	4%
	4%
	13%
	7%
	2%
	6%
	7%
N/A	

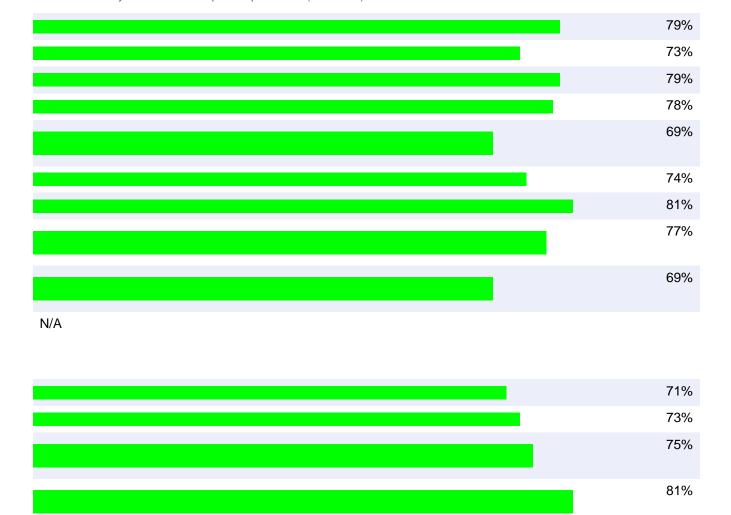
11%
9%
5%
2%
8%
6%

Page 39 of 140 05/31/2011

	16%
	21%
	17%
	18%
	18%
	19%
	17%
	17%
	24%
N/A	
	18%
	18%
	20%
	17%

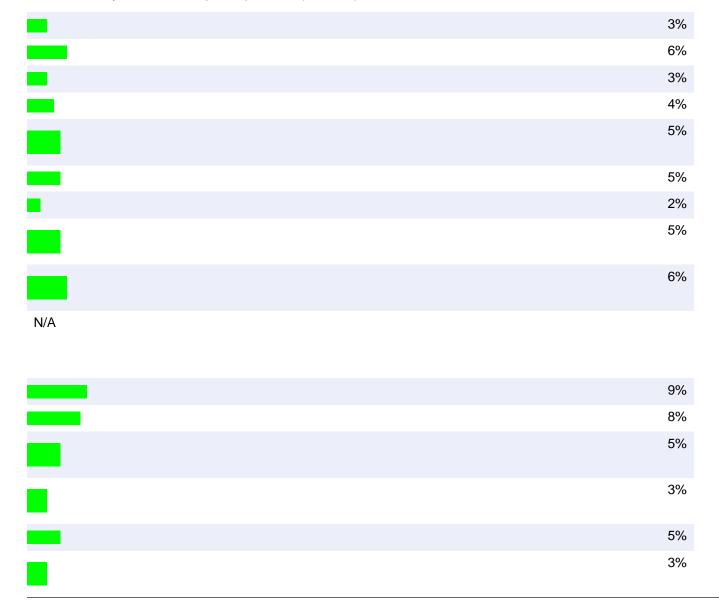
Page 40 of 140 05/31/2011

14%



Page 41 of 140 05/31/2011

78%

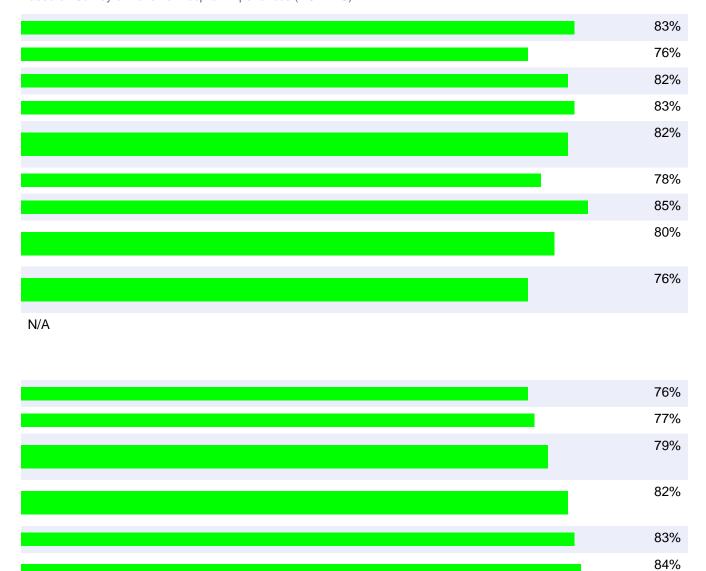


05/31/2011 Page 42 of 140

	14%
	18%
	15%
	13%
	13%
	17%
	13%
	15%
	18%
N/A	
	15%
	15%
	16%
	15%

Page 43 of 140 05/31/2011

12%

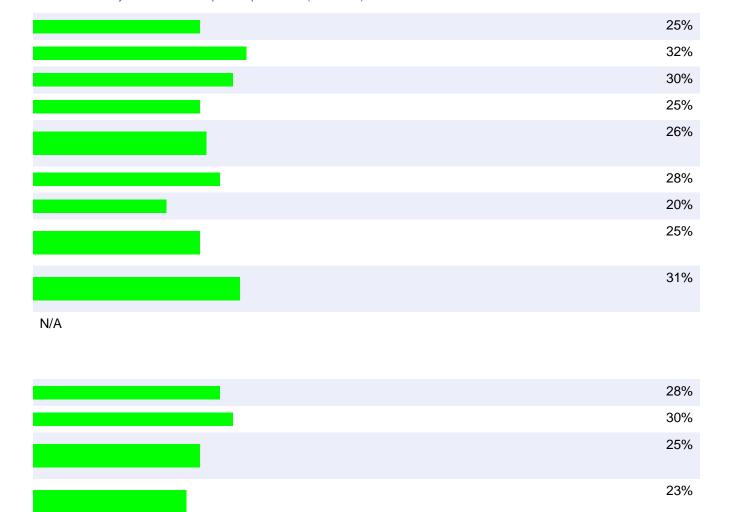


Page 44 of 140 05/31/2011

	8%
	13%
	11%
	10%
	19%
	12%
	4%
	8%
	14%
N/A	
	19%
	17%
	15%
	5%

Page 45 of 140 05/31/2011

17%



Page 46 of 140 05/31/2011

21%

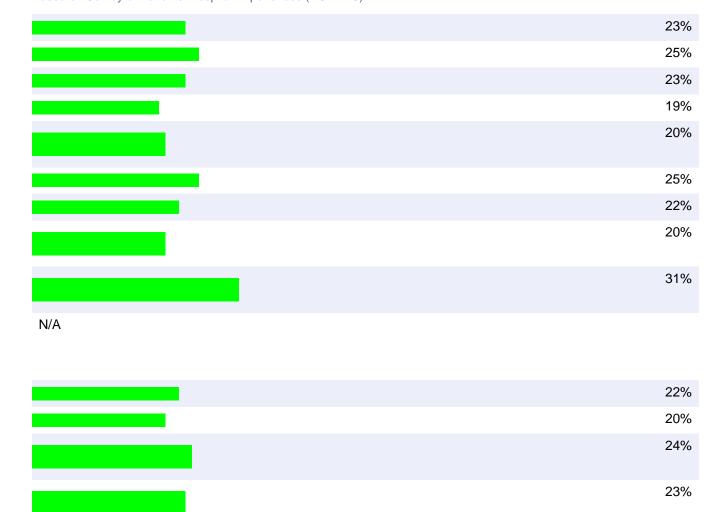


Page 47 of 140 05/31/2011

	7%
	8%
	7%
	7%
	17%
	6%
	4%
	8%
	8%
N/A	
	12%
	10%
	10%
	4%

Page 48 of 140 05/31/2011

15%



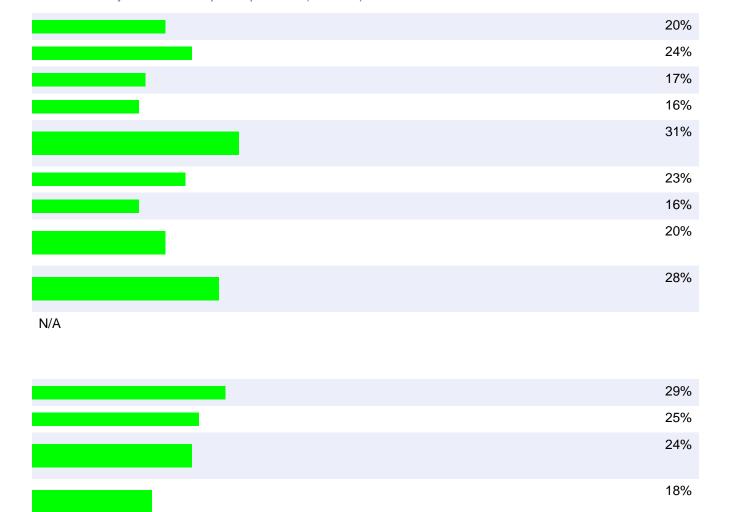
Page 49 of 140 05/31/2011

22%



Page 50 of 140 05/31/2011

63%



Page 51 of 140 05/31/2011

21%22%

	17%
	19%
	19%
	19%
	18%
	19%
	19%
	18%
	21%
N/A	
	17%
	18%
	16%
	18%

Page 52 of 140 05/31/2011

20%



Page 53 of 140 05/31/2011

59%

	4%
	8%
	11%
	8%
	20%
	8%
	10%
	10%
	12%
N/A	
	21%
	15%
	9%
	3%

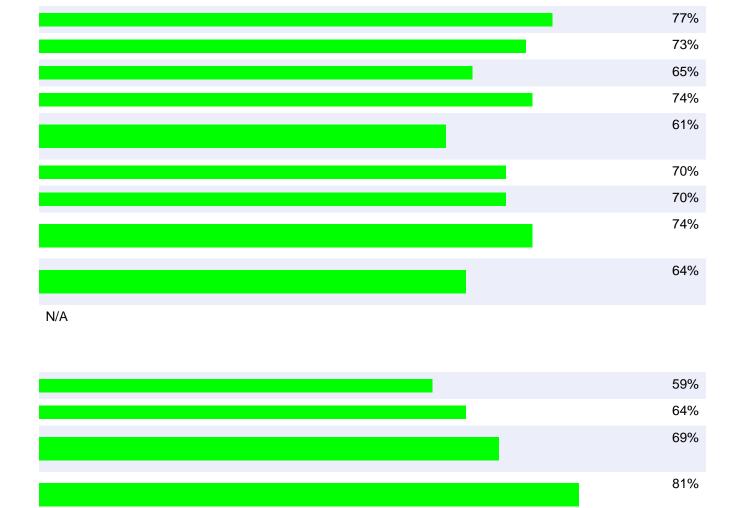
Page 54 of 140 05/31/2011

10%

	19%
	19%
	24%
	18%
	19%
	22%
	20%
	16%
	24%
N/A	
	20%
	21%
	22%
	16%

Page 55 of 140 05/31/2011

17%



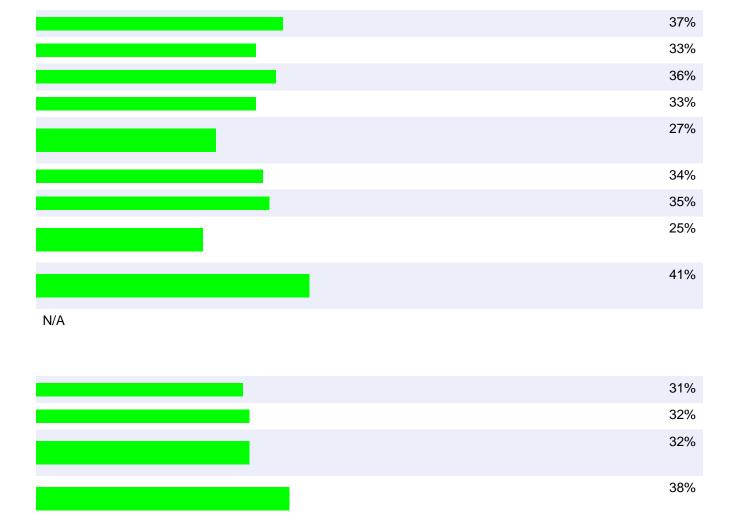
Page 56 of 140 05/31/2011

73%

	11%
	11%
	12%
	11%
	21%
	17%
	9%
	7%
	19%
N/A	
	17%
	17%
	14%
	9%

Page 57 of 140 05/31/2011

16%



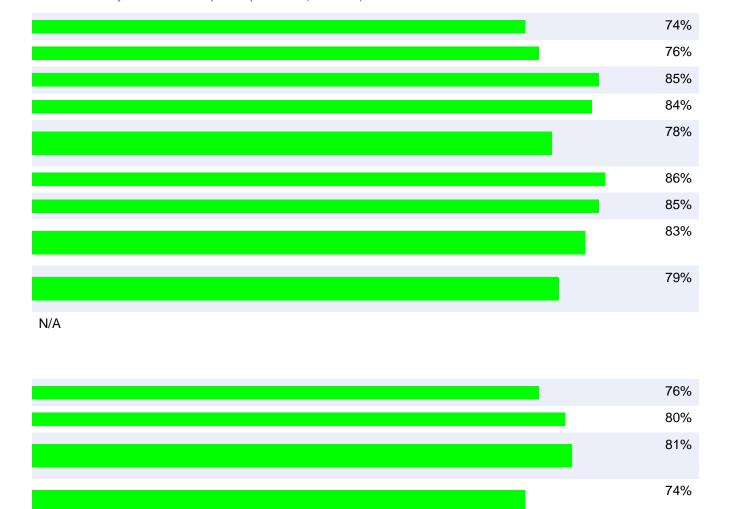
Page 58 of 140 05/31/2011

31%





Page 59 of 140 05/31/2011



Page 60 of 140 05/31/2011

77%

	26%
	24%
	15%
	16%
	22%
	14%
	15%
	17%
	21%
N/A	
	24%
	20%
	19%
	26%

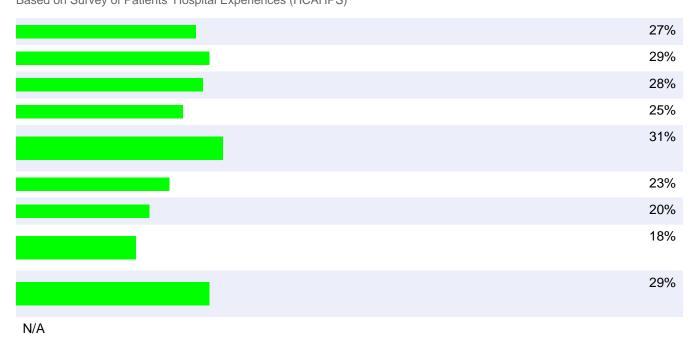
Page 61 of 140 05/31/2011

23%

	6%
	8%
	10%
	12%
	14%
	10%
	5%
	7%
	11%
N/A	

14%
13% 16%
16%
8%
10%
11%

Page 62 of 140 05/31/2011



27%
23%
28%
27%
28%
29%

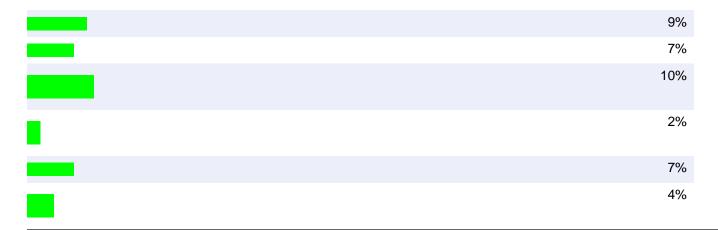
Page 63 of 140 05/31/2011



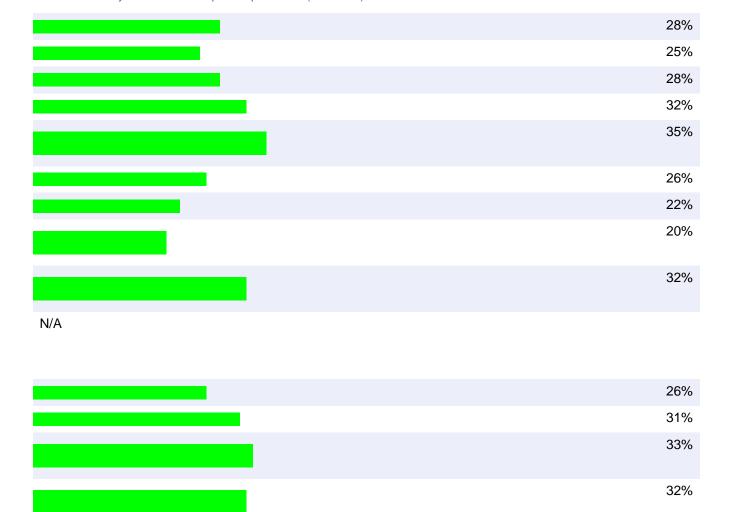


Page 64 of 140 05/31/2011

4%
5%
5%
6%
12%
4%
4%



Page 65 of 140 05/31/2011



Page 66 of 140 05/31/2011

28%



Page 67 of 140 05/31/2011

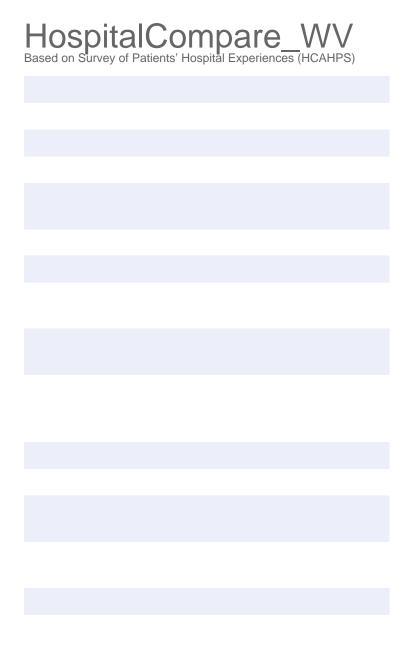
65%

300 or more
300 or more
Between 100 and 299
300 or more
300 or more
N/A
300 or more

Page 68 of 140 05/31/2011

	42%
	34%
	36%
	31%
	28%
	37%
	33%
	33%
	35%
N/A	No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys
	30%
	28%
	29%
	29%
	25%
	38%

Page 69 of 140 05/31/2011



Page 70 of 140 05/31/2011

510085	CAMC TEAYS VALLEY HOSPITAL	1400 HOSPITAL DRIVE
510086	WELCH COMMUNITY HOSPITAL	454 MCDOWELL STREET
511300	BROADDUS HOSPITAL ASSOCIATION, INC	MANSFIELD HILL P O BOX 930
511301	WEBSTER COUNTY MEMORIAL HOSPITAL	P O BOX 312 (MILLER MOUNTAIN DRIVE)
511303	MINNIE HAMILTON HEALTH CARE CENTER	186 HOSPITAL DRIVE
511304	SISTERSVILLE GENERAL HOSPITAL	314 SOUTH WELLS STREET
511306	ROANE GENERAL HOSPITAL	200 HOSPITAL DRIVE
511307	GRAFTON CITY HOSPITAL	500 MARKET STREET
511308	BRAXTON COUNTY MEMORIAL HOSPITAL	100 HOYLMAN DRIVE
511309	MORGAN CTY WAR MEMORIAL	109 WAR MEMORIAL
511310	SUMMERS COUNTY ARH HOSPITAL	TERRACE STREET POBOX 940
511311	HAMPSHIRE MEMORIAL HOSPITAL	549 CENTER AVENUE

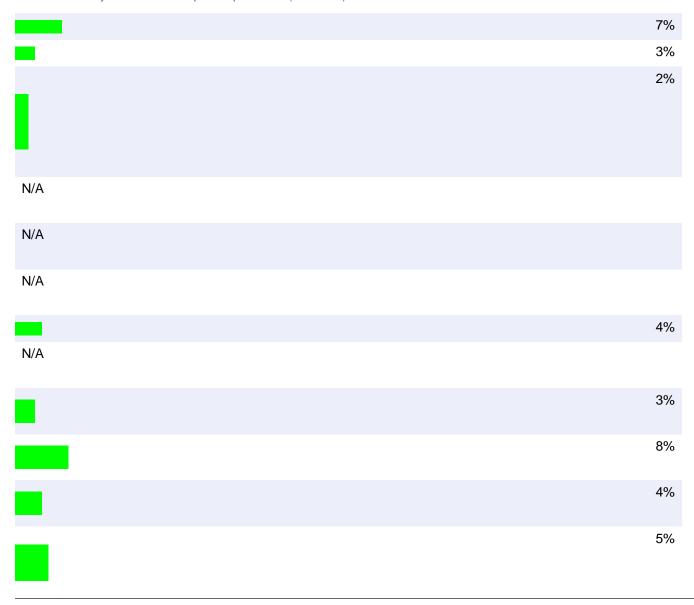
Page 71 of 140 05/31/2011

HURRICANE	WV
WELCH	WV
PHILIPPI	WV
WEBSTER SPRINGS	WV
GRANTSVILLE	WV
SISTERSVILLE	WV
SPENCER	WV
GRAFTON	WV
GASSAWAY	WV
BERKELEY SPRINGS	WV
HINTON	WV
ROMNEY	WV

Page 72 of 140 05/31/2011

25526	PUTNAM
24801	MCDOWELL
26416	BARBOUR
26288	WEBSTER
26147	CALHOUN
26175	TYLER
25276	ROANE
26354	TAYLOR
26624	BRAXTON
25411	MORGAN
25951	SUMMERS
26757	HAMPSHIRE

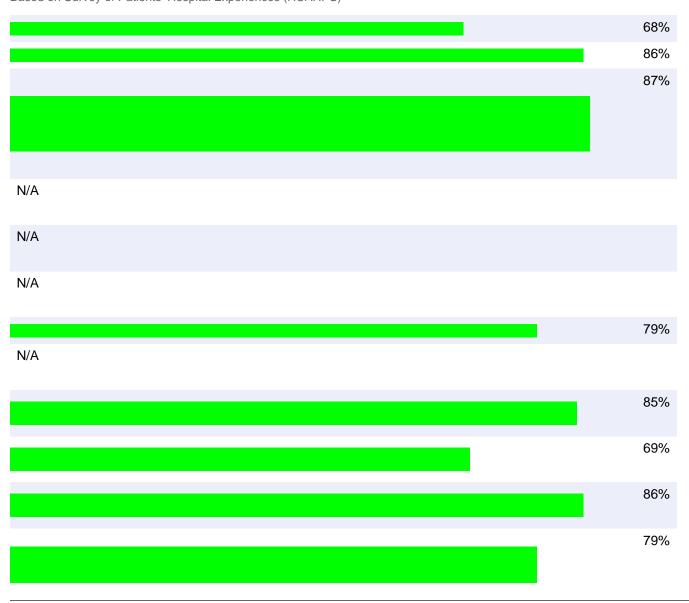
Page 73 of 140 05/31/2011



Page 74 of 140 05/31/2011

	25%
	11%
	11%
	1170
N/A	
N/A	
N/A	
	17%
N/A	
	12%
	23%
	10%
	16%

Page 75 of 140 05/31/2011



Page 76 of 140 05/31/2011

	6%
	4%
	4%
N/A	
N/A	
N/A	
	3%
N/A	
	2%
	10%
	1%
	3%

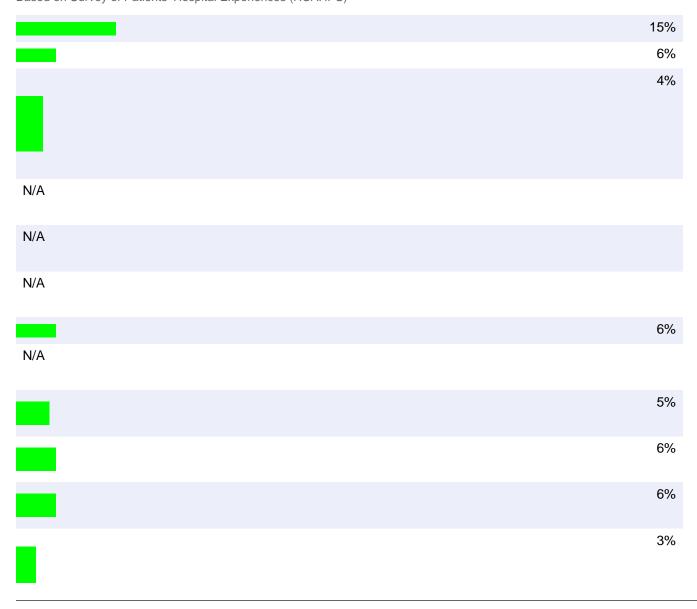
Page 77 of 140 05/31/2011

	16%
	11%
	11%
N/A	
N/A	
N/A	
	13%
N/A	
	9%
	16%
	7%
	9%

Page 78 of 140 05/31/2011



Page 79 of 140 05/31/2011



Page 80 of 140 05/31/2011

	35%
	16%
	18%
N/A	
N/A	
N/A	
	20%
N/A	
	21%
	30%
	18%
	16%

Page 81 of 140 05/31/2011



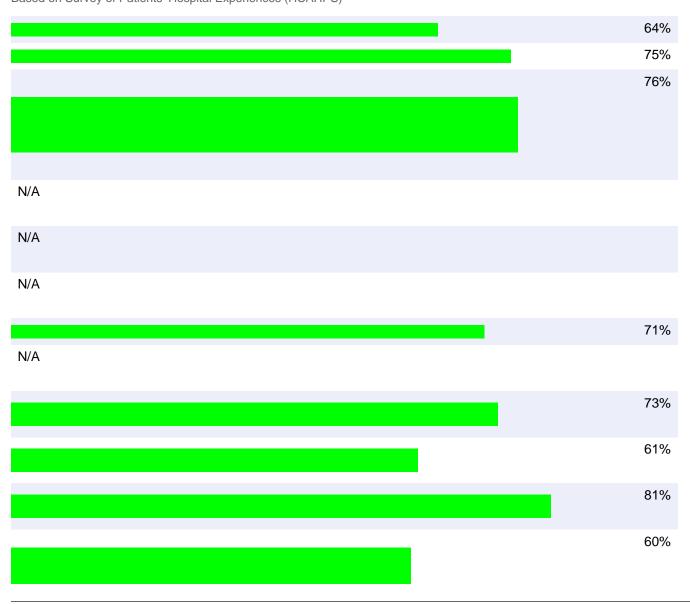
Page 82 of 140 05/31/2011

	7%
	7%
	4%
N/A	
N/A	
N/A	
	8%
N/A	
	3%
	4%
	4%
	6%

Page 83 of 140 05/31/2011

	29%
	18%
	20%
N/A	
N/A	
N/A	
	21%
N/A	
	24%
	35%
	15%
	34%

Page 84 of 140 05/31/2011



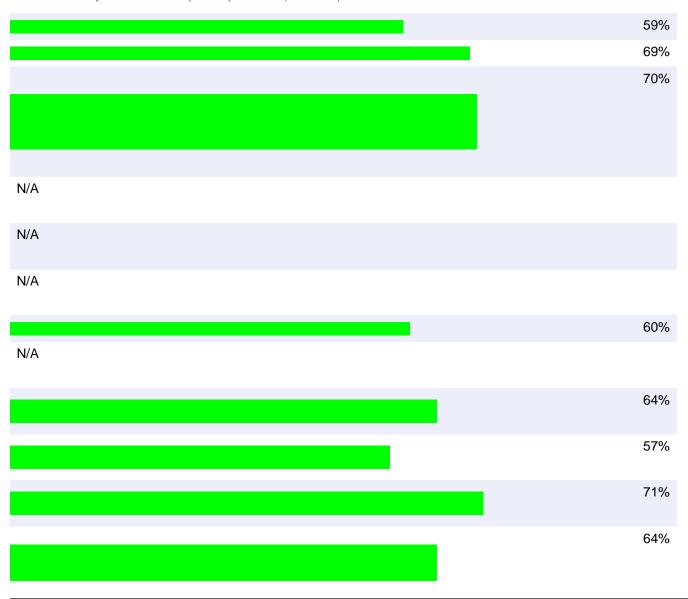
Page 85 of 140 05/31/2011

	25%
	16%
	8%
N/A	
N/A	
N/A	
	19%
N/A	
	16%
	17%
	16%
	13%

Page 86 of 140 05/31/2011

	16%
	15%
	22%
N/A	
N/A	
N/A	
	21%
N/A	
	20%
	26%
	13%
	23%

Page 87 of 140 05/31/2011



Page 88 of 140 05/31/2011

	9%
	7%
	2%
N/A	
N/A	
N/A	
	3%
N/A	
	4%
	7%
	7%
	5%

Page 89 of 140 05/31/2011

	26%
	12%
	9%
N/A	
N/A	
N/A	
	19%
N/A	
	19%
	14%
	10%
	15%

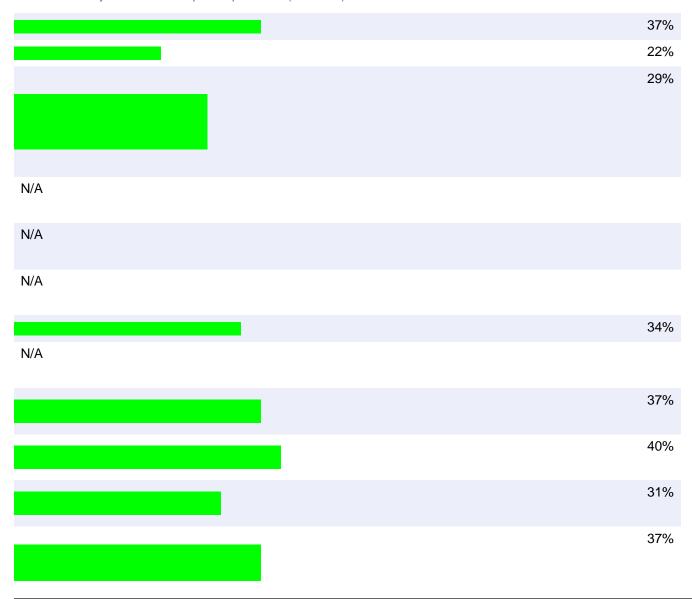
Page 90 of 140 05/31/2011



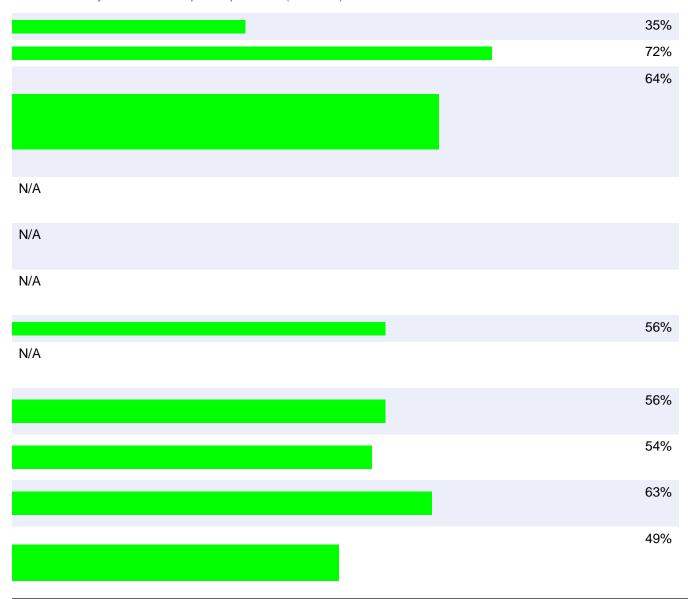
Page 91 of 140 05/31/2011

	28%
	6%
	7%
N/A	
N/A	
N/A	
	10%
N/A	
	7%
	6%
	6%
	14%

Page 92 of 140 05/31/2011



Page 93 of 140 05/31/2011



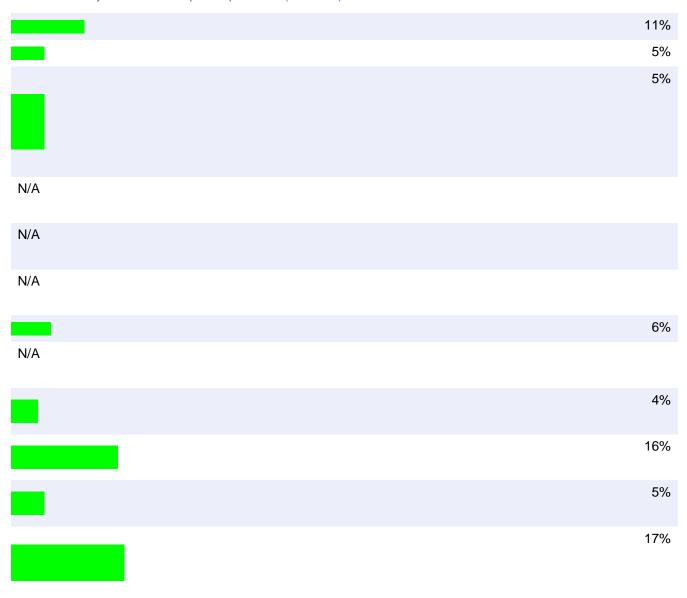
Page 94 of 140 05/31/2011



Page 95 of 140 05/31/2011

	22%
	18%
	11%
N/A	
N/A	
N/A	
	15%
N/A	
	17%
	17%
	19%
	20%

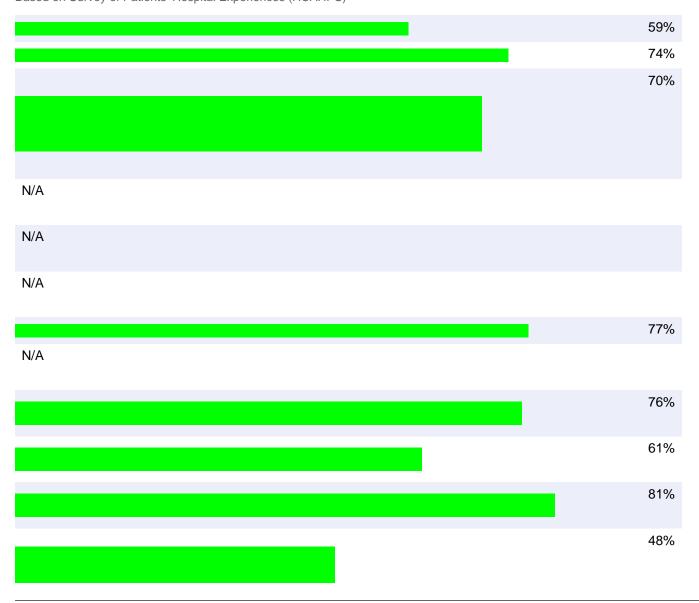
Page 96 of 140 05/31/2011



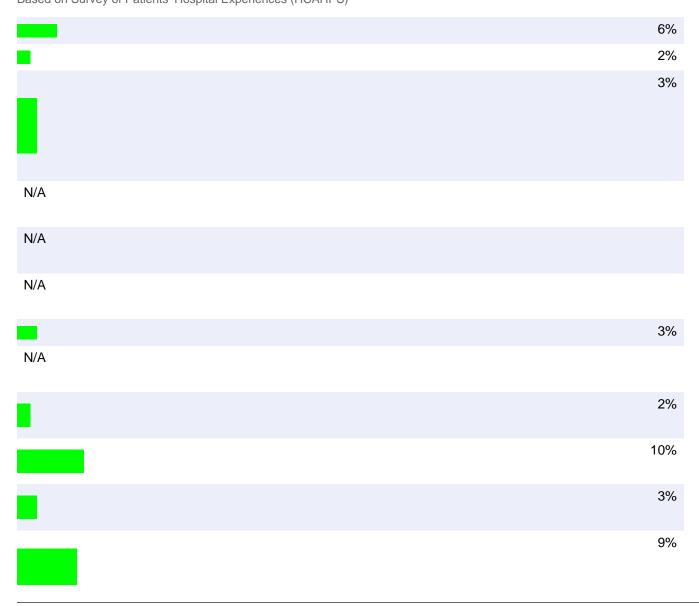
Page 97 of 140 05/31/2011

	30%
	21%
	25%
N/A	
N/A	
N/A	
	17%
N/A	
	20%
	23%
	14%
	35%

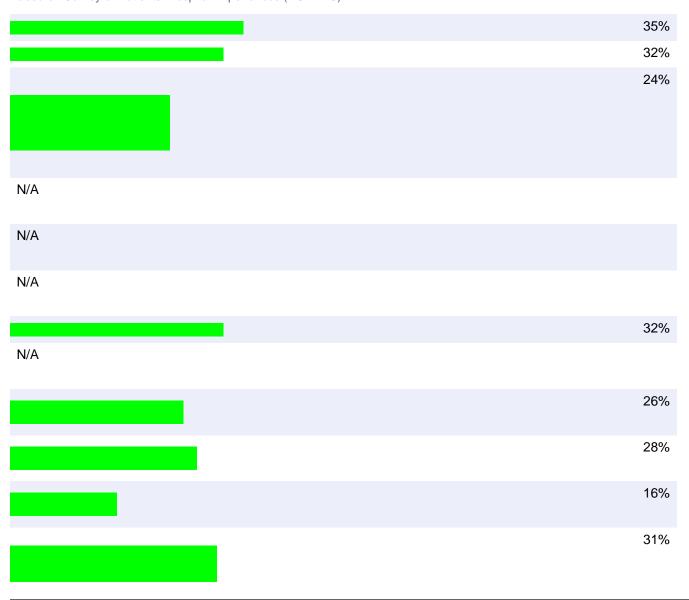
Page 98 of 140 05/31/2011



Page 99 of 140 05/31/2011



Page 100 of 140 05/31/2011



Page 101 of 140 05/31/2011



Page 102 of 140 05/31/2011

300 or more
Between 100 and 299
Fewer than 100
N/A
N/A
N/A
Between 100 and 299
N/A
Between 100 and 299
Between 100 and 299
Between 100 and 299
Fewer than 100

Page 103 of 140 05/31/2011

	41%	
	23%	
		5
	41%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	35%	
N/A		Survey results are not available for this reporting period
	41%	
	43%	
	36%	
	31%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be

Page 104 of 140 05/31/2011



Page 105 of 140 05/31/2011



511312	PRESTON MEMORIAL HOSPITAL	300 S PRICE STREET
511313	BOONE MEMORIAL HOSPITAL	701 MADISON AVENUE
511314	POCAHONTAS MEMORIAL HOSPITAL	RR BOX 52 WEST
511315	POTOMAC VALLEY HOSPITAL	100 PIN OAK LANE
511316	GRANT MEMORIAL HOSPITAL	ROUTE 55 P O BOX 1019
511317	PLATEAU MEDICAL CENTER	430 MAIN STREET
511318	MONTGOMERY GENERAL HOSPITAL, INC	401 SIXTH AVENUE, FAYETTE COUNTY
511319	JEFFERSON MEMORIAL HOSPITAL	300 SOUTH PRESTON STREET

Page 106 of 140 05/31/2011

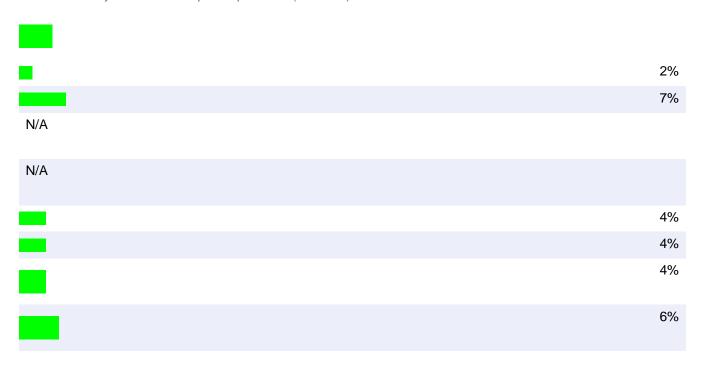


KINGWOOD	WV
MADISON	WV
BUCKEYE	WV
KEYSER	WV
PETERSBURG	WV
OAK HILL	WV
MONTGOMERY	WV
RANSON	WV

Page 107 of 140 05/31/2011

26537	PRESTON
25130	BOONE
24924	POCAHONTAS
26726	MINERAL
26847	GRANT
25901	FAYETTE
25136	FAYETTE
25438	JEFFERSON

Page 108 of 140 05/31/2011



Page 109 of 140 05/31/2011

	19%
	9%
N/A	
N/A	
	16%
	17%
	16%
	20%

Page 110 of 140 05/31/2011



Page 111 of 140 05/31/2011

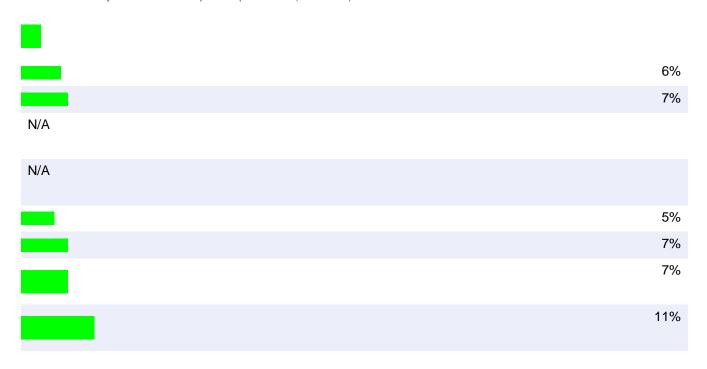
Page 112 of 140 05/31/2011

	13%
	7%
N/A	
N/A	
	16%
	12%
	15%
	13%

Page 113 of 140 05/31/2011



Page 114 of 140 05/31/2011



Page 115 of 140 05/31/2011

	29%
	16%
N/A	
N/A	
	24%
	22%
	26%
	26%

Page 116 of 140 05/31/2011



Page 117 of 140 05/31/2011

3%
N/A
N/A

6%
8%
5%

Page 118 of 140 05/31/2011

	26%
	11%
N/A	
N/A	
	26%
	24%
	29%
	23%

Page 119 of 140 05/31/2011



Page 120 of 140 05/31/2011

	15%
	13%
N/A	
N/A	
	16%
	17%
	24%
	22%

Page 121 of 140 05/31/2011

	20%
	13%
N/A	
N/A	
	18%
	25%
	17%
	16%

Page 122 of 140 05/31/2011



Page 123 of 140 05/31/2011

Page 124 of 140 05/31/2011

	12%
	16%
N/A	
N/A	
	14%
	19%
	19%
	13%

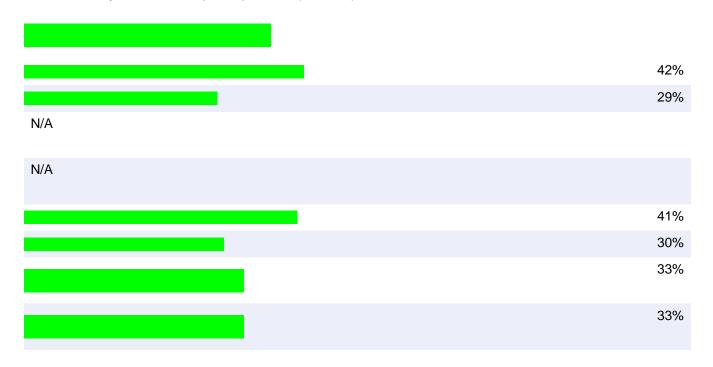
Page 125 of 140 05/31/2011



Page 126 of 140 05/31/2011

	11%
	9%
N/A	
N/A	
	12%
	13%
	6%
	12%

Page 127 of 140 05/31/2011



Page 128 of 140 05/31/2011



Page 129 of 140 05/31/2011



Page 130 of 140 05/31/2011

	21%
	13%
N/A	
N/A	
	12%
	21%
	28%
	17%

Page 131 of 140 05/31/2011

	10%
	12%
N/A	
N/A	
	11%
	5%
	11%
	12%

Page 132 of 140 05/31/2011

	28%
	18%
N/A	
N/A	
	30%
	25%
	17%
	29%

Page 133 of 140 05/31/2011



Page 134 of 140 05/31/2011

Page 135 of 140 05/31/2011

	34
	32
N/A	
N/A	
	36
	26
	32
	33
	33

Page 136 of 140 05/31/2011



Page 137 of 140 05/31/2011

Between 100 and 299

N/A

N/A

300 or more

300 or more

Between 100 and 299

Between 100 and 299

Page 138 of 140 05/31/2011



	34%	too low to reliably assess hospital performance
	38%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	33%	
	29%	
	34%	
	21%	

Page 139 of 140 05/31/2011



Page 140 of 140 05/31/2011